

Job Description

Professional Development Advisor



Role Details

Role title	Professional Development Advisor
Department	Membership & Partnership
Reports to	Member and Customer Engagement Manager
Line manager for	N/A
Salary	£25,500

Vision and Mission

Vision

As the pioneering workplace and facilities management body, our vision is to drive change for the future. To be the trusted voice of a specialist profession recognised, beyond the built environment, for its ability to enable people to transform organisations and their performance.

Mission

We empower professionals to upskill and reach their potential for a rewarding, impactful career. We do this by advancing professional standards, offering guidance and training, developing new insights and sharing best practice.

The company has a strong culture based on our values

- Confident and Bold
- Human and Inspiring
- Knowledgeable and InSync
- Active and Energetic

Social Value

We are a Disability Confident employer, Investor in People accredited, Living Wage employer, Good Business Charter employer. We offer charity days along with paid for social events and make efforts to reduce our impact on the planet.

Job Purpose

Over the last year IWFM has embarked on a program to understand the needs of members at each stage of their career journey, culminating in a series of member personas. We are now looking for individuals to join the IWFM team to turn this research into practical support and advice for IWFM members.

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This role involves working closely with members to understand their career goals and helping them navigate the available resources and services to achieve those goals. The advisor will also contribute to the development and enhancement of professional development programs and tools.

Key Accountabilities

- Provide one-to-one career support to help members assess their career goals, strengths, and development needs.
- Assist members in creating personalised career development plans, including setting short-term and long-term goals.
- Offer guidance on professional development opportunities, including training and qualifications.
- Recommend relevant resources, such as articles, webinars, and workshops, based on member interests and career stages.
- Collaborate with IWFM's volunteer communities to recommend specialised awareness raising sessions on topics linked to IWFM's professional standards.
- Communicate regularly with members through various channels, primarily through phone and also including email, and in-person meetings, to provide updates and resources.
- Network with different stakeholders and partners to provide a cohesive and connected offer of support to members.
- Work with internal teams to integrate professional development resources with other member services and initiatives.
- Represent the organisation at industry events and conferences to promote professional development programs and services.
- Collect and evaluate feedback from members to identify areas for improvement and measure the impact of career development initiatives.

Experience

- Preferred minimum of 3-5 years of experience in professional development, or a similar role.
- Experience working in a membership organisation or professional association.

Technical Skills

- Understanding of career development theories and practices.
- Excellent communication and interpersonal skills, with the ability to engage and support diverse members.
- Proficient in using different platforms and CRM systems including online learning platforms.
- Strong analytical skills with the ability to assess program effectiveness and member needs.
- Proficient in Microsoft Office Suite and experience member management systems.

Behavioral Skills

- Member-Centric: Passionate about helping members achieve their career goals and committed to providing high-quality support.
- Innovative: Creative and proactive in developing new programs and resources to meet the needs of members.
- Collaborative: Able to work effectively with internal teams and external partners to enhance professional development offerings.
- Organised: Strong organisational skills with the ability to manage multiple projects and priorities simultaneously.

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